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Date: October 15, 2002

To: W-2 Contract and Implementation (C&I) Committee  
W-2 C&I Performance Standards Subcommittee

From: Gary Denis  
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Division of Workforce Solutions

Re: Topic: Method for Calculating One Case Credit on Customer Satisfaction  
Performance Standard

Date presented by Subcommittee to C&I Committee: August 16, 2002

Subcommittee: Performance Standards Subcommittee

Summary of Subcommittee Recommendations:

The Contract and Implementation Committee, Sub-committee on Performance Standards, recommended that customer satisfaction survey responses be subject to a one case credit and asked the Department to develop a method for calculating the one case credit.

DWS/DWD response:

DWS agreed to allow a one case credit for the customer satisfaction standard and explored options for how to implement it.

To implement the one case credit for the customer satisfaction survey, the DWS will select the case with the lowest score in any of the eight questions on the customer satisfaction survey and remove that entire case for purposes of calculating the performance standard. Should an agency wish to challenge the Department's selection of the one case to be removed, the Department will make available to the agencies all survey scores for that agency and the agency can select the case to be removed.

It was noted that the rationale for a one case credit is that a single disgruntled respondent could undermine the entire performance measure for an agency by marking very low scores, so that it is fair to the agency to remove at least one of those low responses.

The DWS considered a number of options for implementing the one case credit. Two options were considered and rejected. The first was to simply decrease the

denominator by one when calculating the performance measure for each customer satisfaction measure for each agency. This approach is used in other one case credit calculations but it was determined that it would be a less than optimal approach to implement the one case credit under the circumstances of the customer satisfaction standard.

The second option that was considered and rejected was to remove the lowest score on each of the eight customer satisfaction questions for each agency. While workable, again this was considered a less than optimal approach.

The method selected is to remove one entire case. This is distinct from the first option described above, which would remove the lowest score on each question regardless of whether the lowest score came from more than one case.

The third option seems most consistent for the rationale for allowing a one case credit in that it has the best chance of removing the scores of one disgruntled respondent.

It was noted that this form of calculation would help a few agencies to move from below to above the performance standard. However, by its nature, removing only one case will tend to help smaller agencies.

Reference to other documents, if applicable:

Not applicable.

Attachments [if any]

None